

MOJ Portal Analysis (RTA)

BLM Motor Practice Group

Q1 (May — July 2019)

MOJ Portal Analysis (RTA): May – July 2019

- Our report is compiled from data extracted from the Claims Portal's Executive Dashboard/RTA Management Information spreadsheet at the time of publication.
- Our report summarises key data to provide an overall indication of the statistics and discernible trends (if any).
- The Claims Portal RTA Management Information (MI) can be accessed at: <https://www.claimsportal.org.uk/about/executive-dashboard/>
- The Claims Portal website states that the Executive Dashboard/RTA MI was last updated in August 2019.

Observations

- The volume of CNFs sent, when compared with the previous reporting year, has fallen by 12,163 (- 6.9 %) to 163,208 when compared with the same period last year, i.e. 23.5% of the previous year's total volume.
- Stage 1 exits, when compared with the previous reporting year, have fallen by 5,461 (- 14.0%) to 33,622, i.e. 23.8% of the previous year's volume.
- Stage 2 exits, when compared with the previous reporting year, have fallen by 393 (- 11.2%) to 3,109, i.e. 24.7% of the previous year's volume.
- The number of claims using the Exit Process, when compared with the previous reporting year, has increased by 1,798 (+4.4%) to 42,608, i.e. 26.3% of the previous year's volume.
- The percentage of CNFs exiting for one reason or another averages 48.6%, which represents an increase (+0.9%) when compared with the previous reporting year's figure of 47.7%.
- Stage 2 settlements, when compared with the previous reporting year, have increased by 1,124 (+2.6%) to 43,586, i.e. 26.3% of the previous year's volume.
- Stage 3 court packs, when compared with the previous reporting year, have fallen by 734 (- 3.9%) to 18,238, i.e. 25.6% of the previous year's volume.

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Conclusions

- CNFs sent – if maintained, the annualised projection for 2019/20 would be 652,832. As the total number of CNFs sent during 2018/19 was 693,590, this suggests a continuing trend towards to the lowest annual level of claims notified, i.e. a fall of 40,758 claims (- 5.9%) year on year.
- Stage 1 – if maintained, the annualised projection for 2019/20 would be 134,488, i.e. a fall of 6,859 claims (- 4.9%) year on year.
- Stage 2 – if maintained, the annualised projection for 2019/20 would be 12,436, a fall of 132 claims (- 1.1%) year on year.
- General Exit Process – if maintained, the annualised projection for 2019/20 would be 170,432, which represents an increase of 8,724 (+ 5.4%).
- Claims YTD that either settled at Stage 2 or proceeded to Stage 3 together total 61,824 (37.9% of CNFs sent), i.e. an increase of 0.6% in the percentage of CNFs either settling at Stage 2 or proceeding for disposal to Stage 3 when compared with the previous reporting year.
- The number of Stage 3 court packs prepared as a percentage of CNFs retained averages 22.1%, which represents an increase of 1.4% when compared with the previous reporting year – an increase in the volume of claims either proceeding to court for disposal or only settling later in the claims process when claimants’ legal representatives are entitled to recover an additional ‘Type A’ fee.
- Retained claims unaccounted for by either a Stage 2 settlement or a Stage 3 court pack total 22,045 (13.4%), which represents a decrease of 4,525 claims (- 2.6%). Analysis will continue to be required by customers to track the progress and lifecycle of claims which either stall at Stage 2 before being abandoned, stayed or resurrected (or are otherwise progressing through the Portal, e.g. claims where liability decisions remain outstanding) given that the published data does not capture this information.

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The extracted data

2019/2020	May	June	July	August	Sept	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	Totals
CNFs sent	57,059	53,154	52,995										163,208
Stage 1 exits	11,198	10,733	11,691										33,622
Stage 2 exits	972	986	1,151										3,109
General exits	13,947	13,127	15,534										42,608
Total all exits	26,117	24,846	28,376										79,339
Exits as % of CNFs	45.7	46.7	53.5										48.6
CNFs retained S1/S2	30,942	28,308	24,619										83,869
S2 settlements	14,569	13,732	15,285										43,586
S2 settlements as % of CNFs sent	25.5	25.8	28.8										26.7
S3 Packs prepared	5,936	5,605	6,697										18,238
S3 Packs as % of CNFs	10.4	10.5	12.6										11.2

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Un-progressed CNFs (CNFs sent less exits, settlements or disposals)	10,437	8,971	2,637									22,045
Un-progressed CNFs as % of CNFs sent	18.3	16.9	5.0									13.4